



Pay Accuracy Improvement Development (PAID)

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Paid Accuracy Improvement Development (PAID)



Why the PAID Concept?

- To establish a program that provides value-added effort to achieve improved performance of pay functions within the Navy MilPay operations.
- The concept is presented in this forum to obtain input as to the acceptability from Navy perspective.

Background



- Current timeliness statistics reflect:
 - Navy at 60% level of transaction timeliness within 30 days of entitlement

Background (cont'd)



- Transaction Report Card reflect input accuracy average is below 95% within a processing work month
- Transaction Report Card indicates 241 of 267 pay UICs under 98% level of accuracy and timeliness

Proposal



- Establish joint effort by Navy & DFAS that sets desired standard for MilPay accuracy and timeliness (98% x 98%)
- Joint effort includes DFAS engaging unit directly to focus all available resources upon unit improvement

Proposal (cont'd)



- DFAS Navy MilPay Ops/CL assigns Unit Account Manager for designated sub-par performers (blocks of 10 units)
- DFAS Navy MilPay Ops/CL continuously monitors performance goal to attainment

Proposal (cont'd)



- DFAS MilPay Ops/CL provides frequent status reports to designated POC
- DFAS MilPay Ops/CL initiates corrective action w/unit when performance falls below par for 2 consecutive months in either, or both, categories

Proposal



- DFAS MilPay Ops/CL provides intense program to attain & sustain unit productivity goal

Features




- Navy & MilPay Ops/CL identify performance standards & units
- DFAS Navy MilPay Ops/CL provides individualized unit score card
 - Establishes “baseline”

Features (cont'd)



- Navy & DFAS MilPay Ops/CL will improve and attain standard performance level for six continuous months

Value

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- PAID concept is a vision for the future
 - PAID is a natural evolution of business practices developed in direct response to past issues

Value (cont'd)



- PAID is envisioned to utilize the full range of attributes obtained from MilPay Ops, FSDs, Expansion Training, Shiprider Program, etc.
- PAID is integral to achieving improved performance in support of pay accuracy & timeliness

Value (cont'd)



- PAID is integral to achieving improved consistent, reliable pay delivery at Command level and above
- PAID is integral to achieving support for TSP


Value (cont'd)



- PAID will establish value added infrastructure to support DIMHRS transition

Cost

- If Navy supports this concept, the cost will be accommodated



Overview is completed.

Transition to twenty minute

facilitated discussion.